



City of Centennial

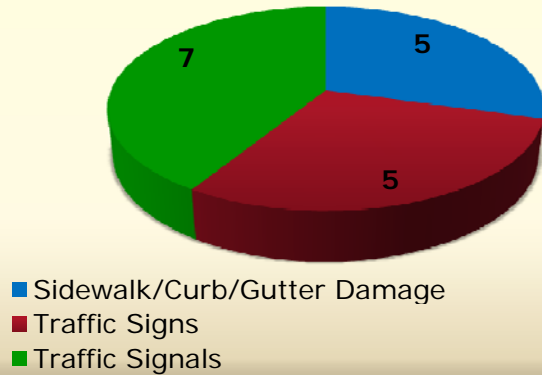
12503 East Euclid Drive, Suite 280 • Centennial, Colorado 80111
Phone 303.325.8000 • Fax 303.325.8019

**PUBLIC WORKS
OPERATIONS AND TRAFFIC ENGINEERING**

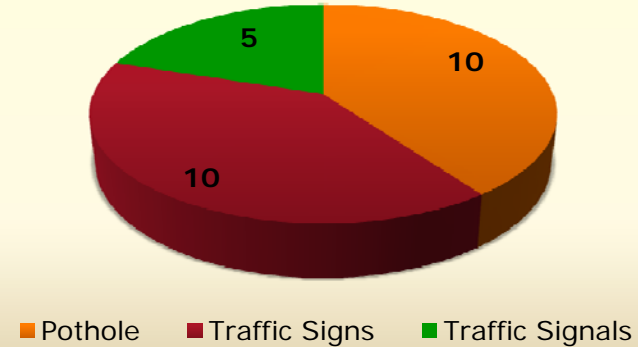
**PROGRESS REPORT
APRIL 1 – APRIL 30, 2009**

WORK REQUESTS BY DISTRICT AND TOP THREE ISSUES

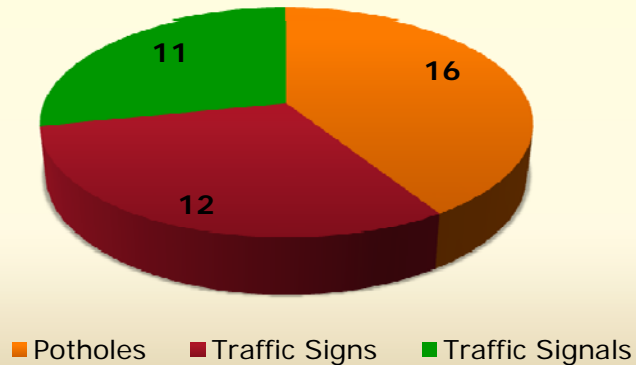
District I - 51 Total Calls



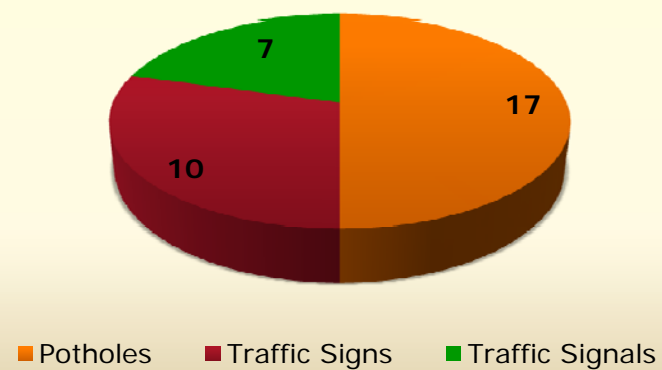
District II - 49 Total Calls



District III - 103 Total Calls



District IV - 61 Total Calls



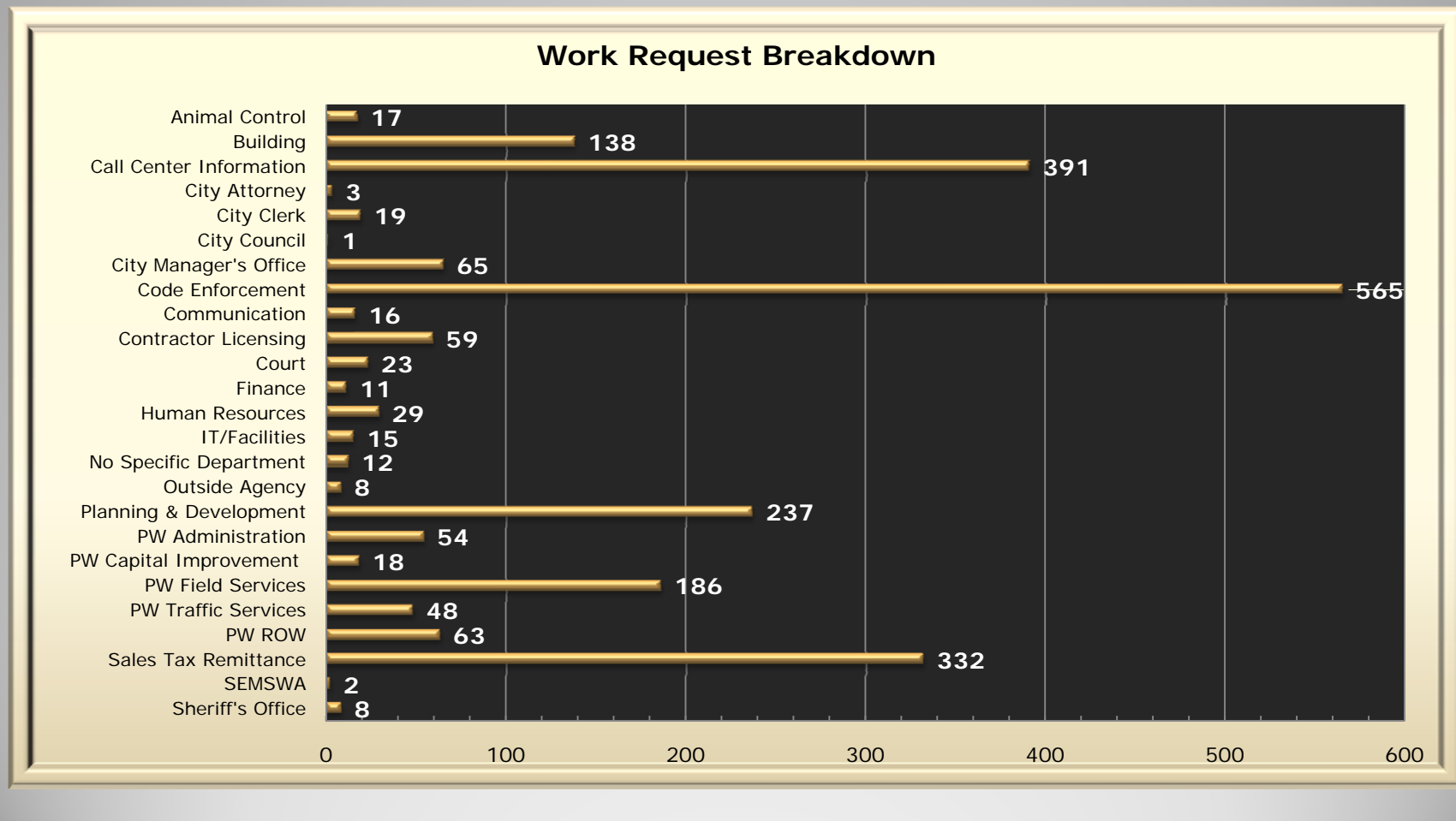
CALL CENTER ACTIVITY

April - 2009	Week 1	Week 2	Week 3	Week 4	MTD Total
	April 1-10	Apr 11-17	Apr 18-24	Apr 25-Apr 30	
Total Calls Received by Call Center	607	403	492	323	1,825
*Total Abandoned Calls	18	8	15	7	48
Total Calls Handled by Call Center	583	390	407	301	1,681
Total Calls Rolled Over to Answering Service During Business Hours	6	4	4	0	14
Total Calls Rolled over to Answering Service After Hours	0	1	0	15	16

*An incoming call is counted as abandoned when the caller hangs up before the call is answered by an agent or before the call is routed offsite

Work Request Activity

- Work requests received for the dates of April 1 – April 28, 2009 were 2,320



COMPLIANCE WITH STANDARDS

Month-To-Date Compliance Summary

Field and Traffic Services

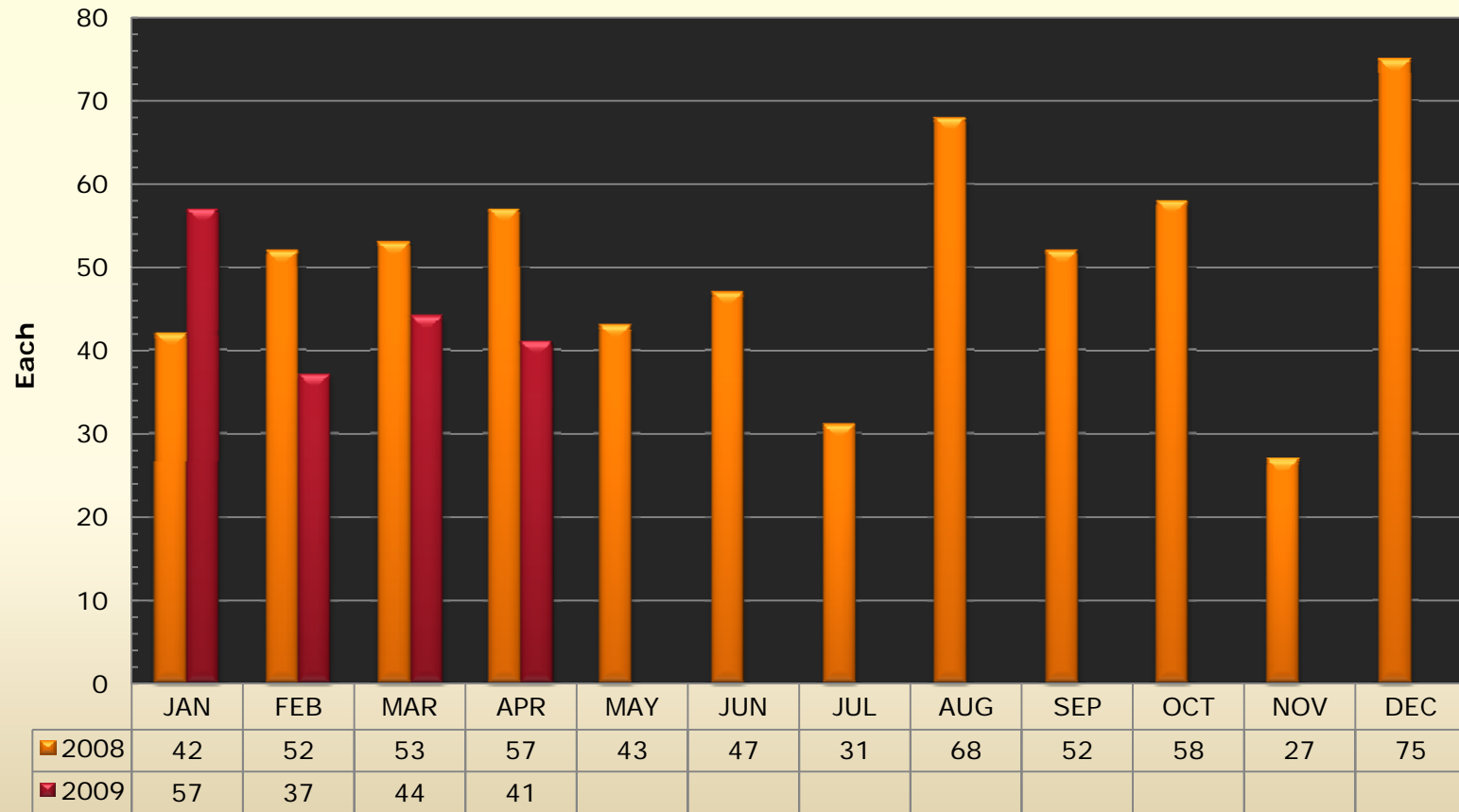
Work Request by Priority	Received Total	Compliance Standard	Completed in Compliance	Compliance %	Average Days to Close
1 - Urgent (Completed within 24 Hrs.)	57	85%	56	98%	.20
2 - Important (Completed within 3 Business Days)	34	85%	31	91%	1.03
3 - Standard (Completed within 10 Business Days)	50	85%	48	96%	3.55
4 - Preventative Maintenance (Scheduled Work)	140	N/A	N/A	N/A	N/A
Grand Total	281				

Call Center

Calls Answered Within 2 Minutes	1,777	85%	1,697	95%	N/A
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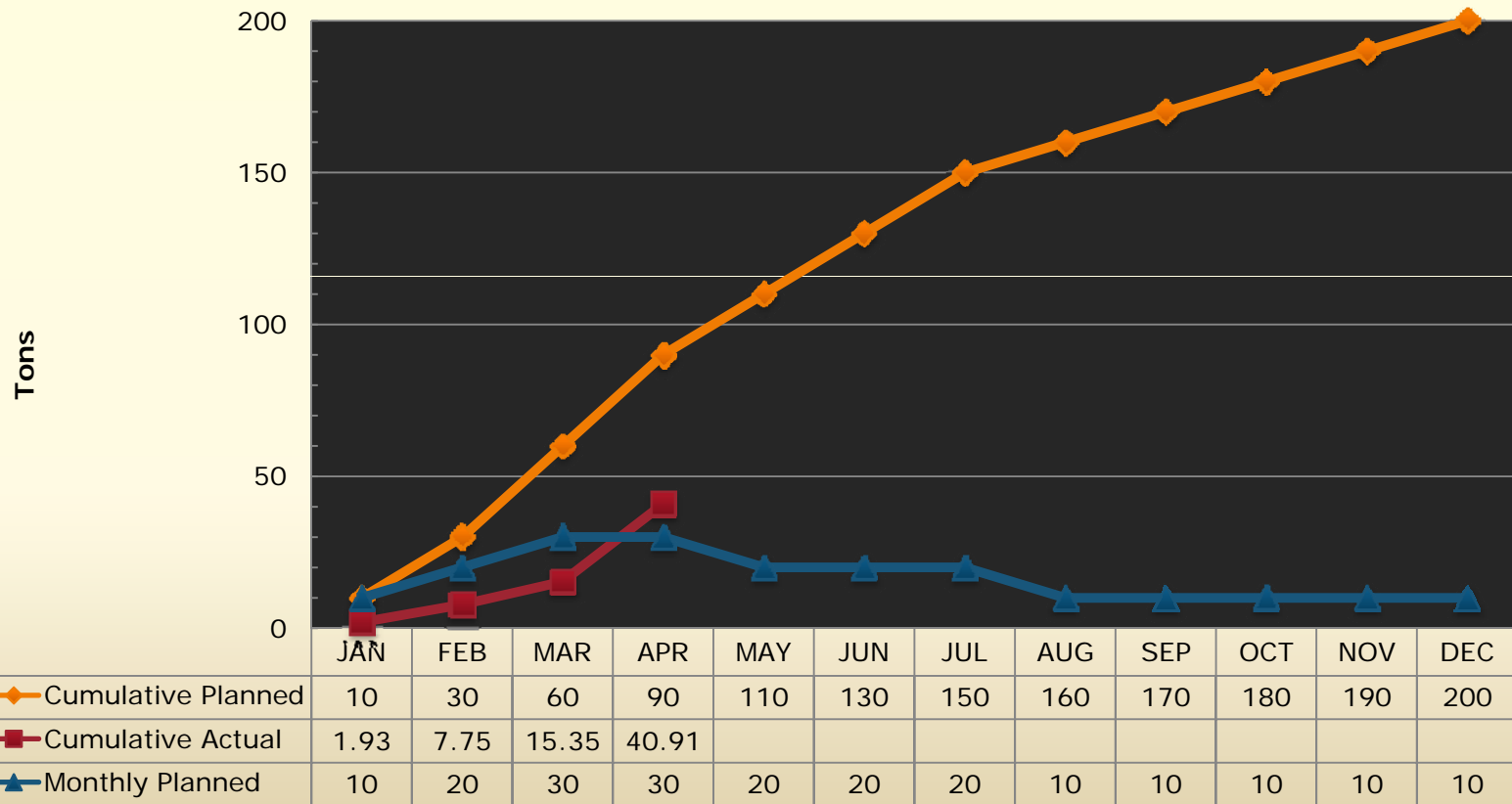
RIGHT-OF-WAY PERMIT ACTIVITY

Annual Comparative - Right-Of-Way Permits



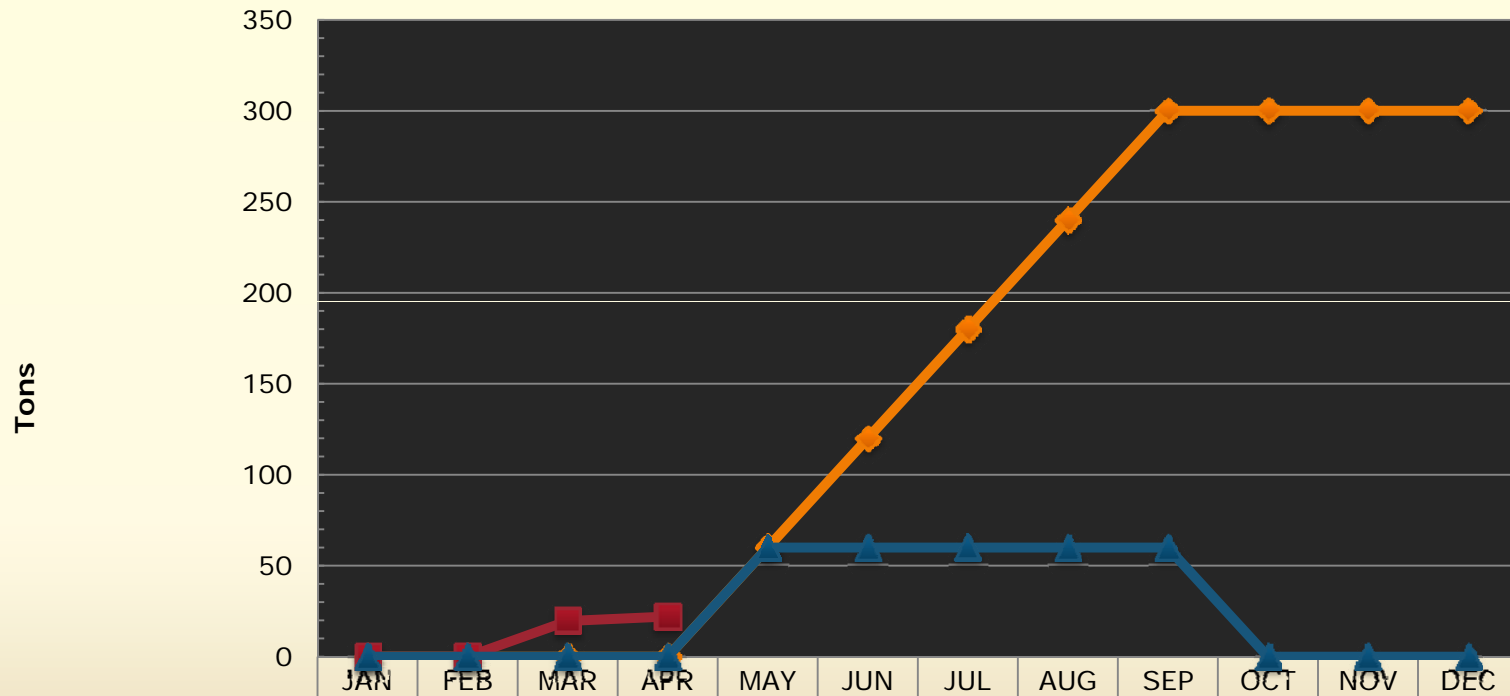
PAVEMENT MAINTENANCE

Pothole Patching



PAVEMENT MAINTENANCE

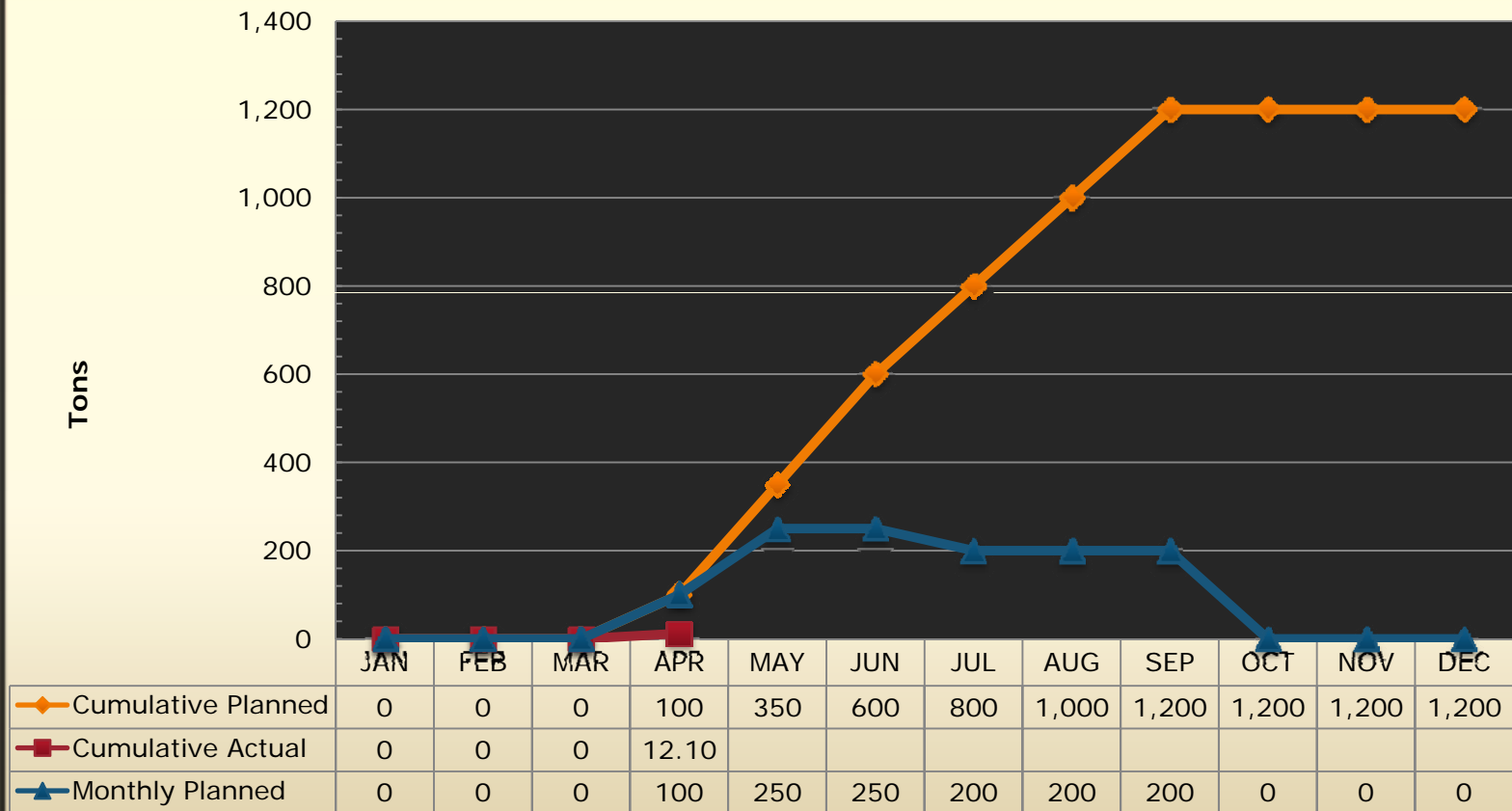
Patch Back



—◆— Cumulative Planned	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
—■— Cumulative Actual	0	0	19.69	22.13								
—▲— Monthly Planned	0	0	0	0	60	60	60	60	60	0	0	0

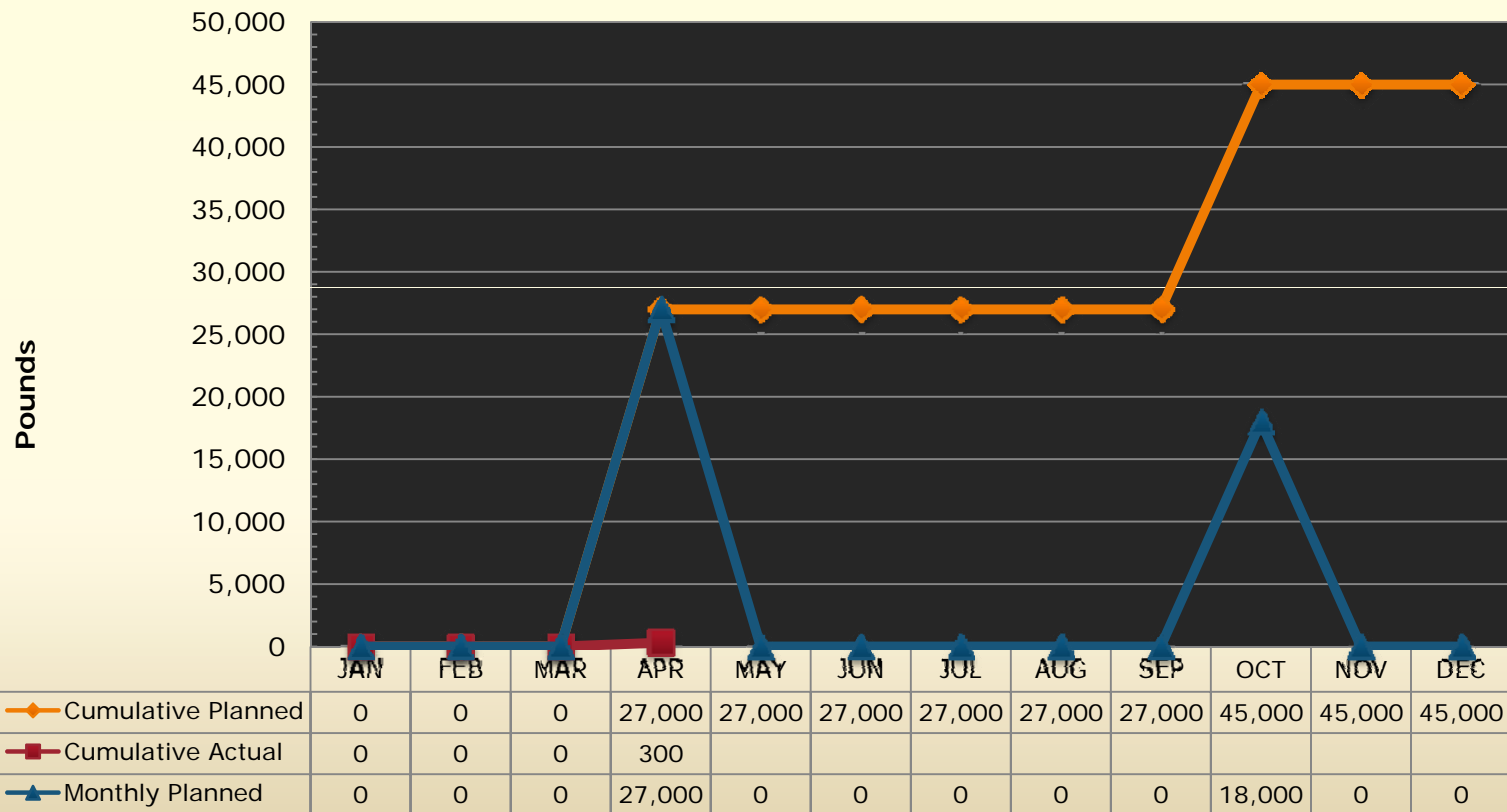
PAVEMENT MAINTENANCE

Major Patching



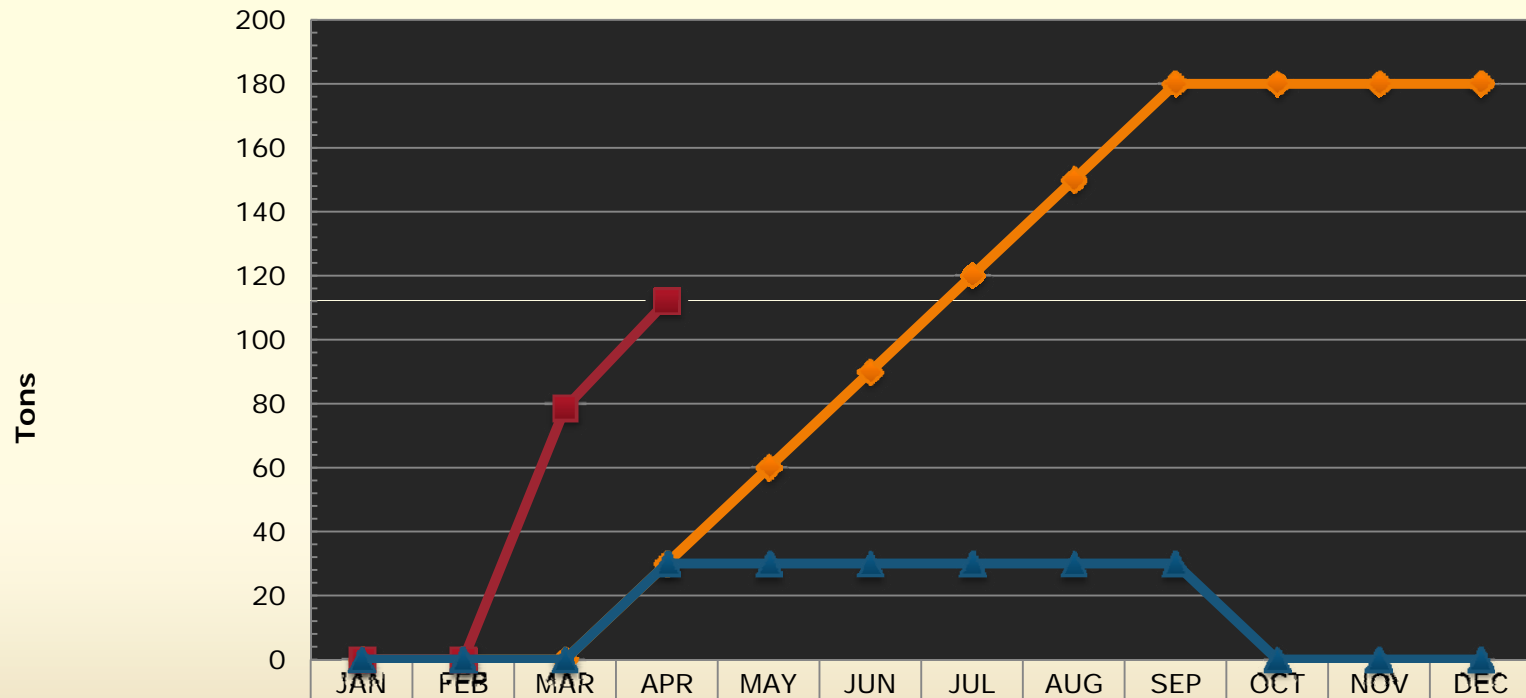
PAVEMENT MAINTENANCE

Crack Seal



STREET MAINTENANCE

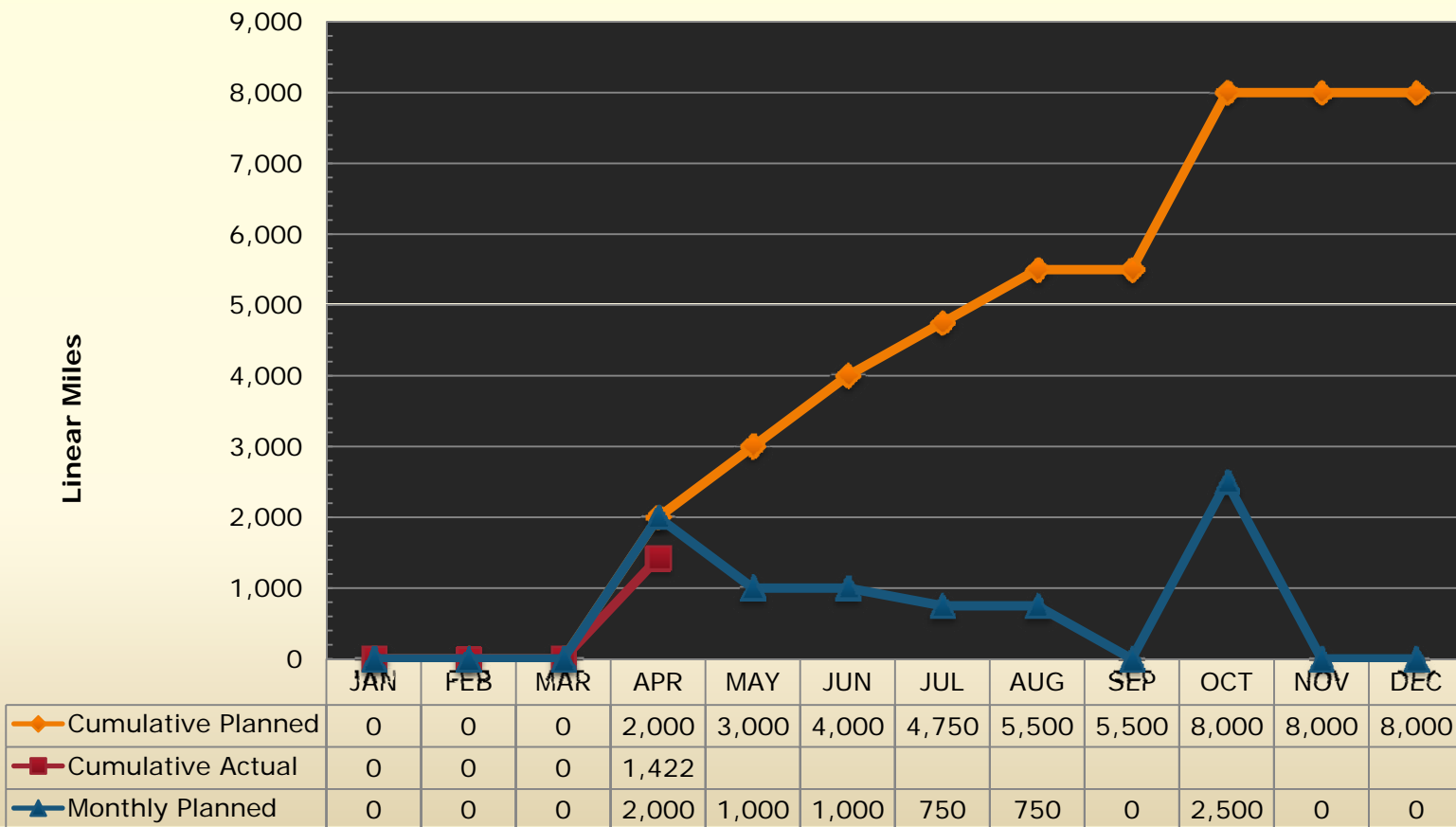
Gravel Maintenance



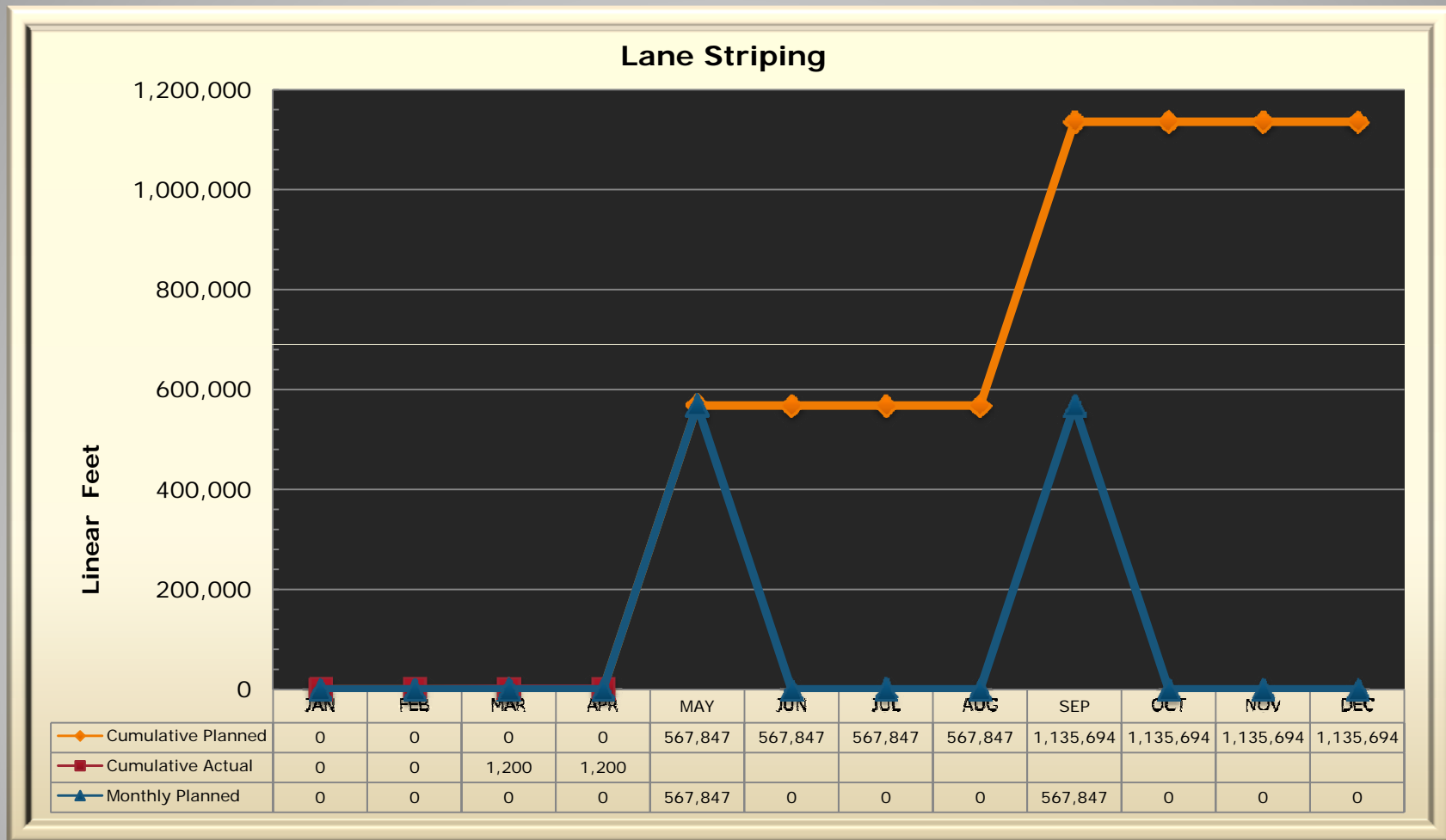
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
— Cumulative Planned	0	0	0	30	60	90	120	150	180	180	180	180
— Cumulative Actual	0	0	78.65	112.11								
— Monthly Planned	0	0	0	30	30	30	30	30	30	0	0	0

STREET MAINTENANCE

Street Sweeping



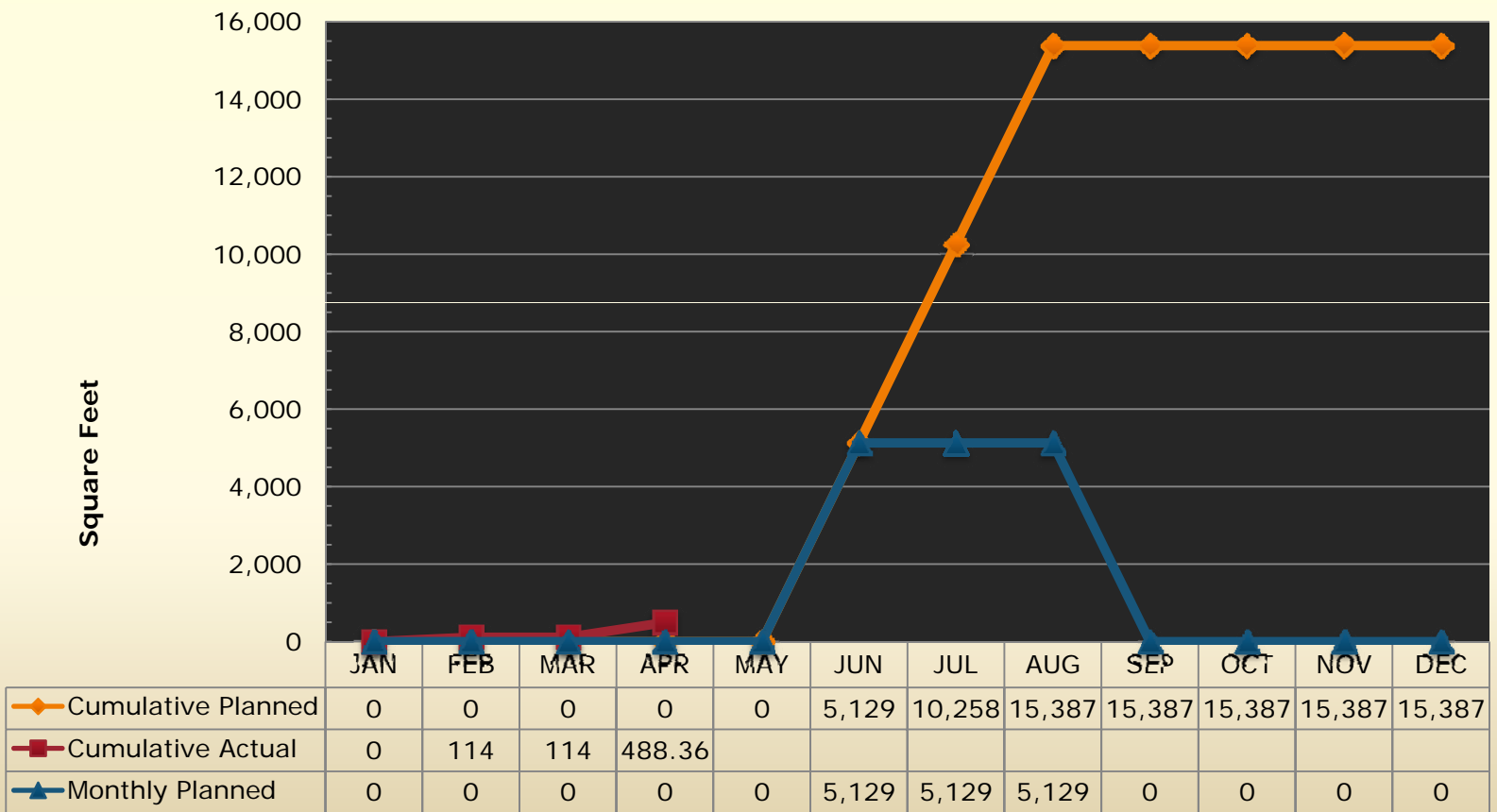
STREET MAINTENANCE



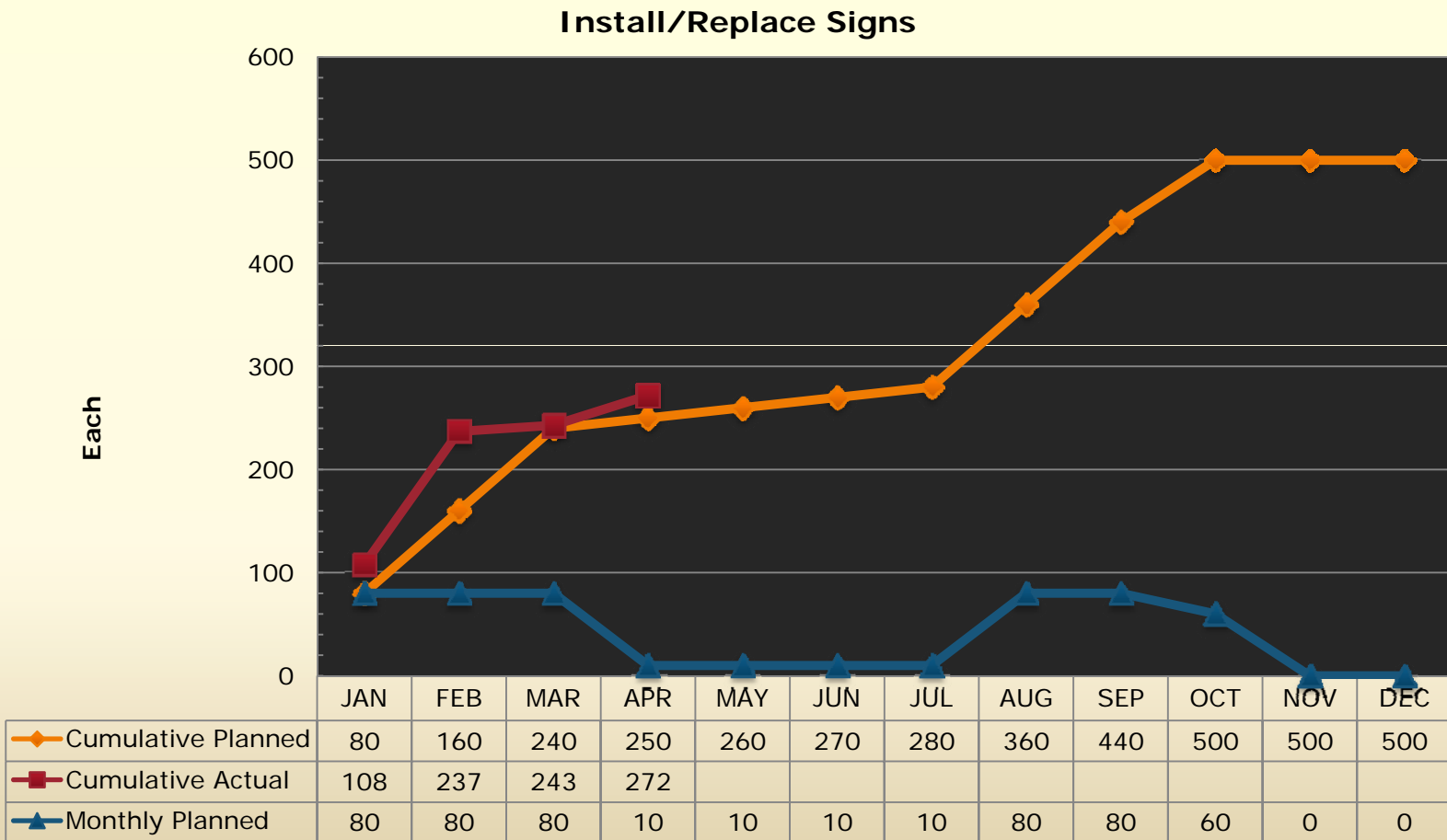
April 1 - April 30, 2009

TRAFFIC MAINTENANCE

Crosswalks/Stop Bars



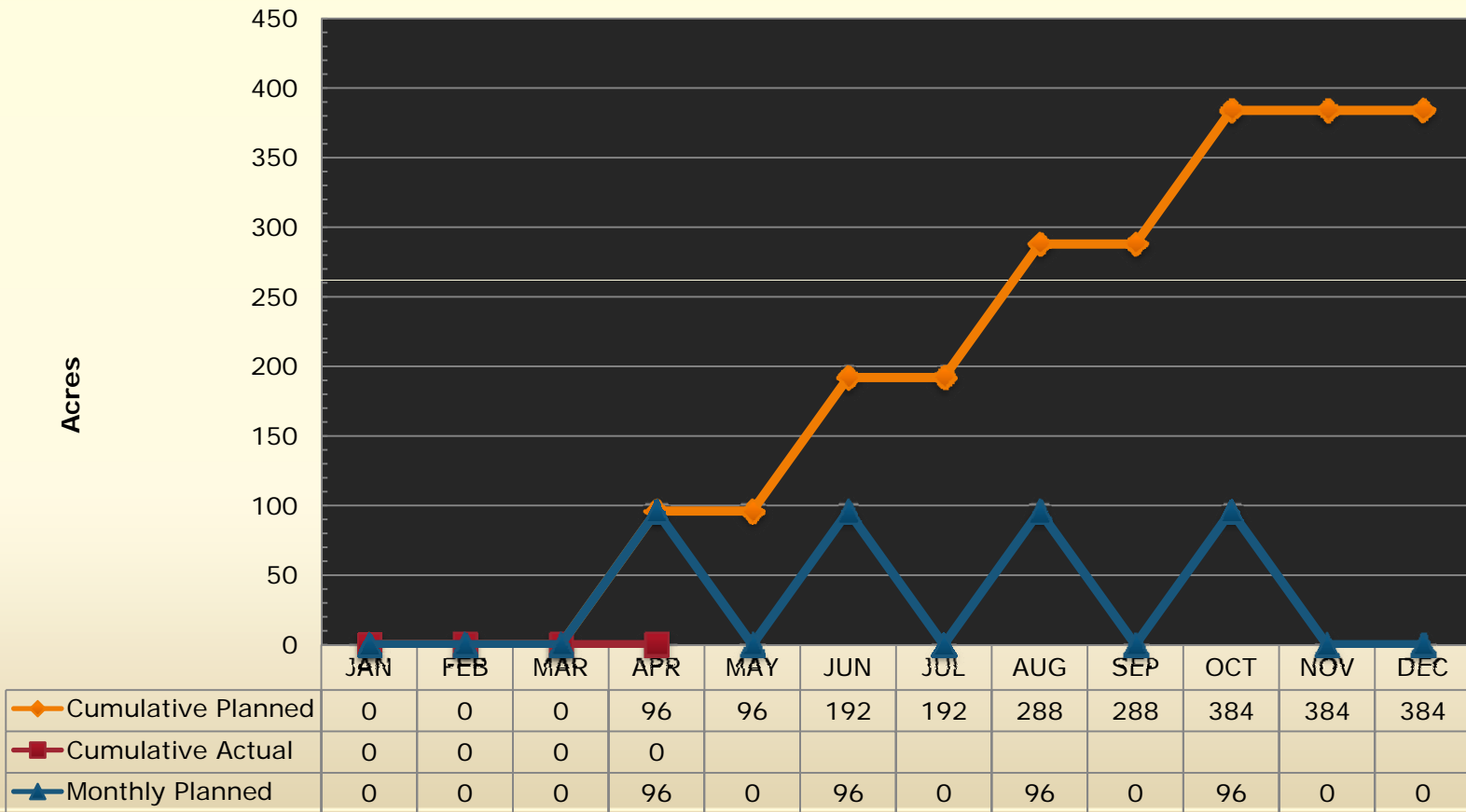
TRAFFIC MAINTENANCE



April 1 - April 30, 2009

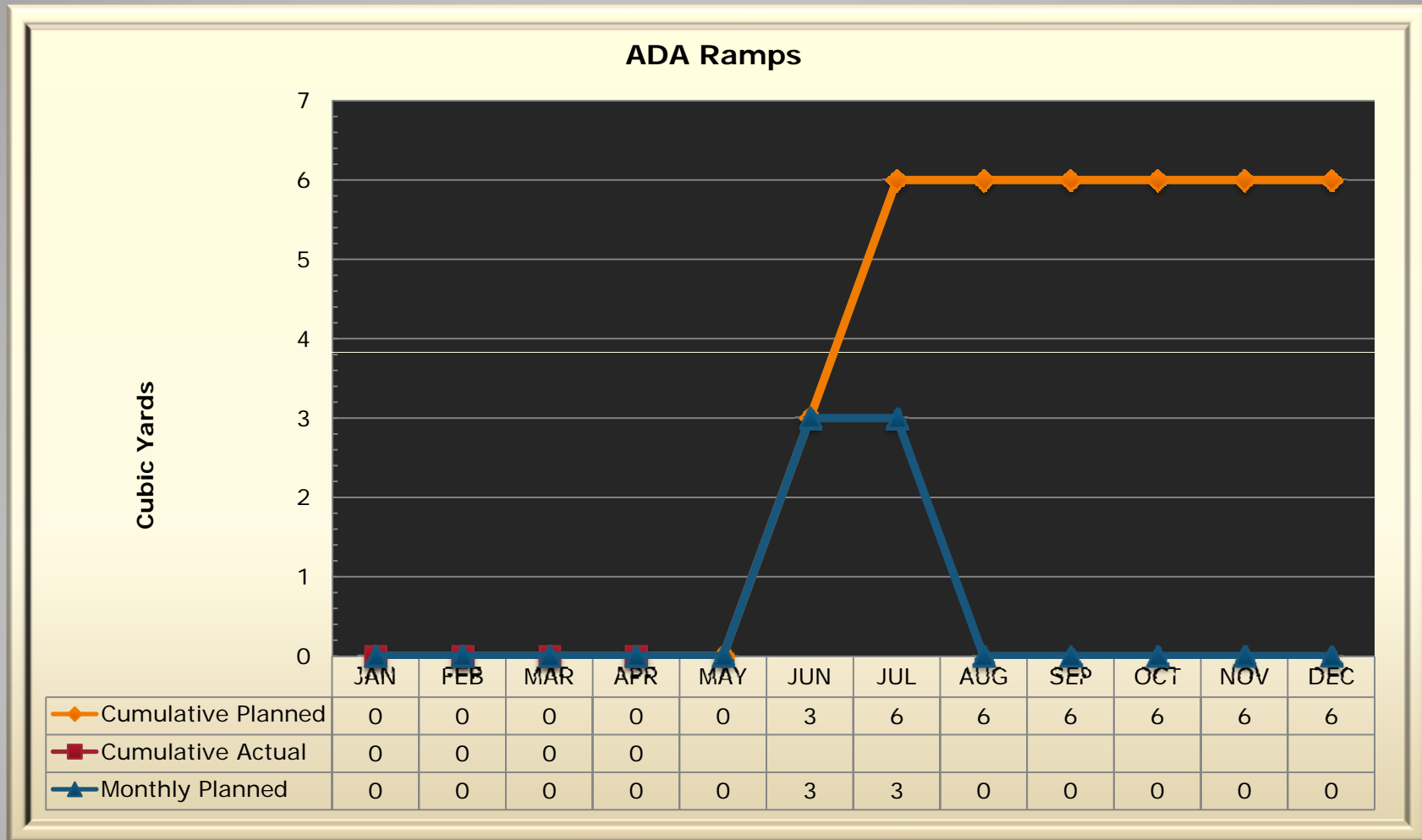
RIGHT-OF-WAY MAINTENANCE

Weed and Debris Control



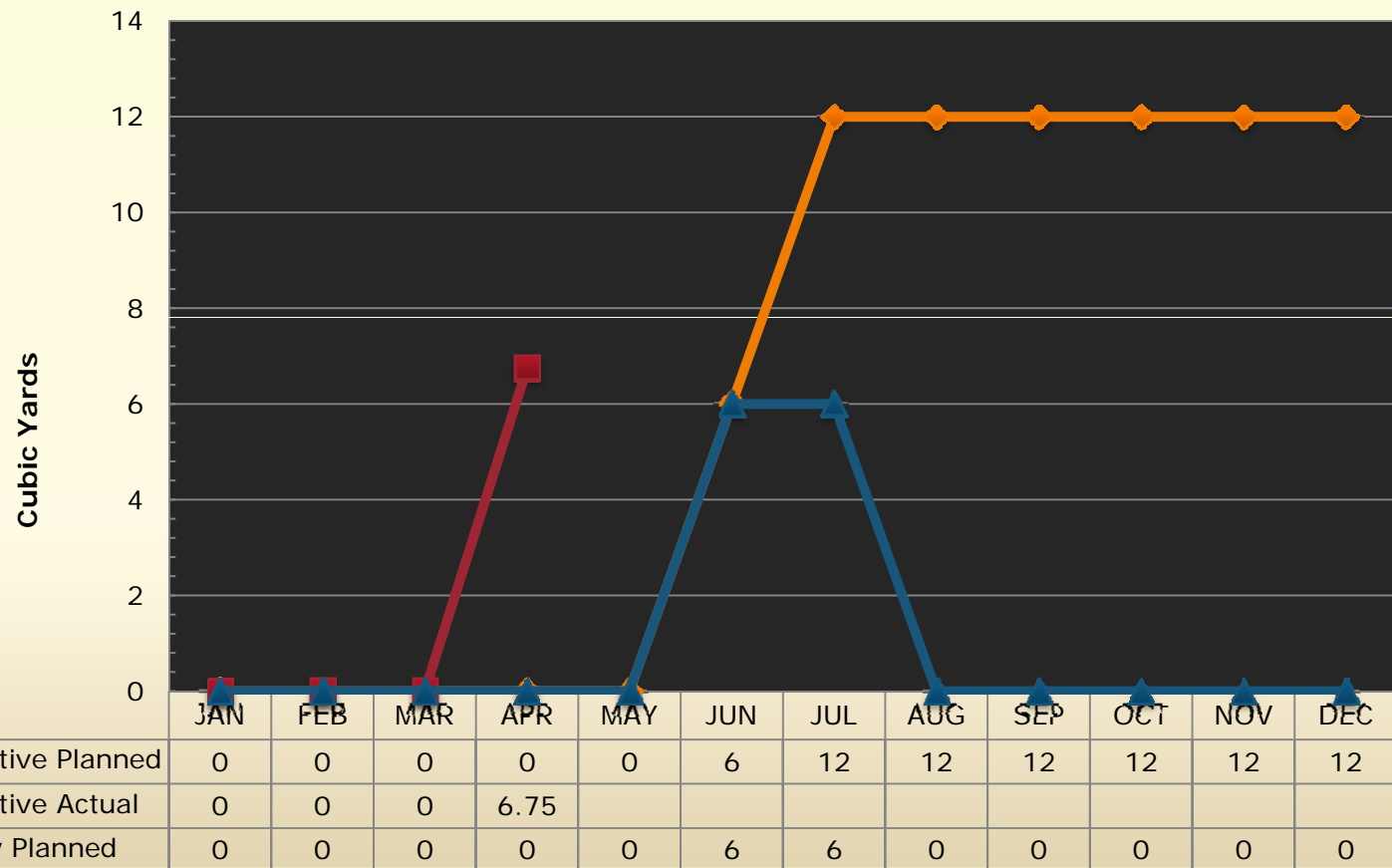
April 1 - April 30, 2009

CONCRETE REPLACEMENT

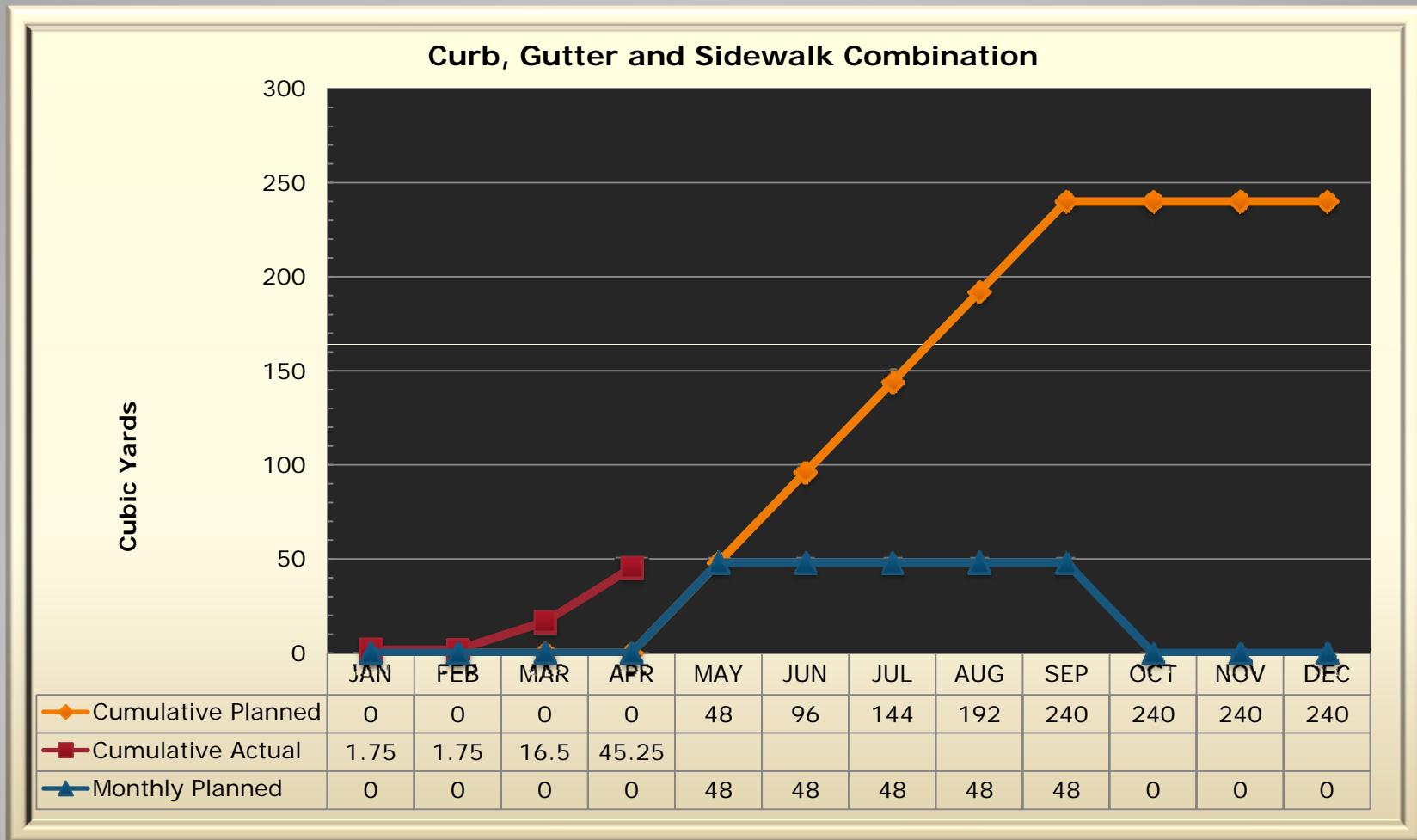


CONCRETE REPLACEMENT

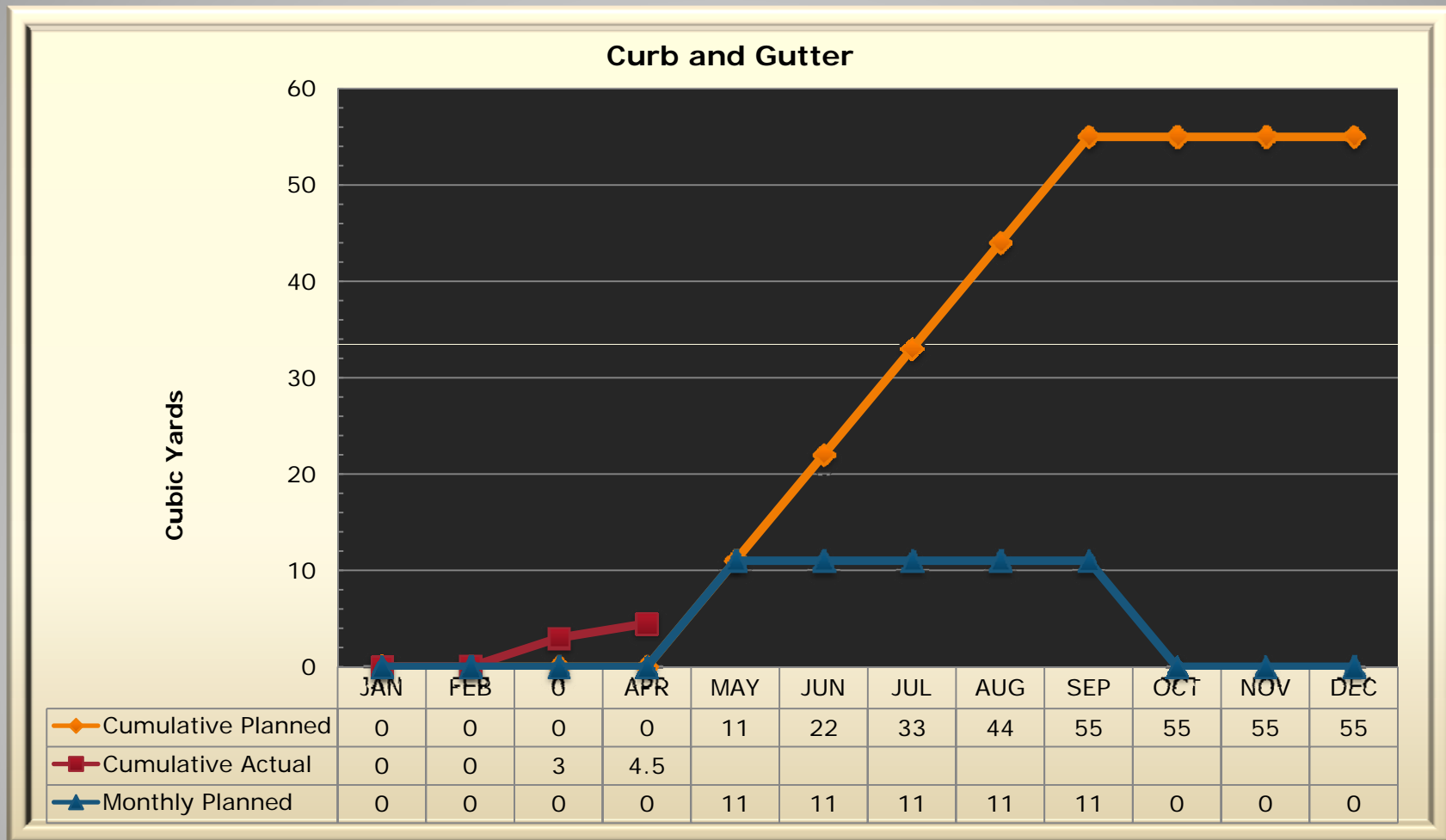
Crossspans and Aprons



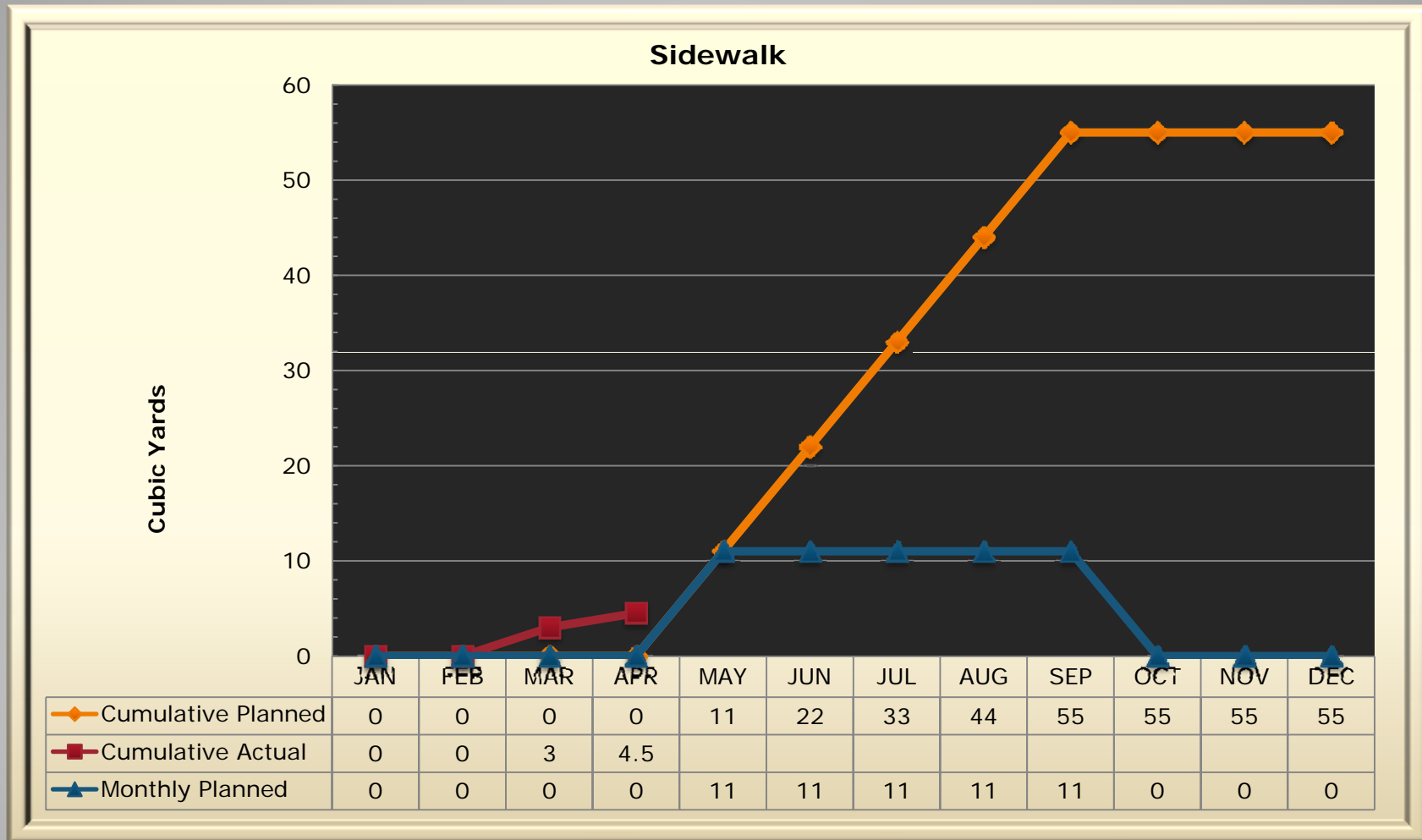
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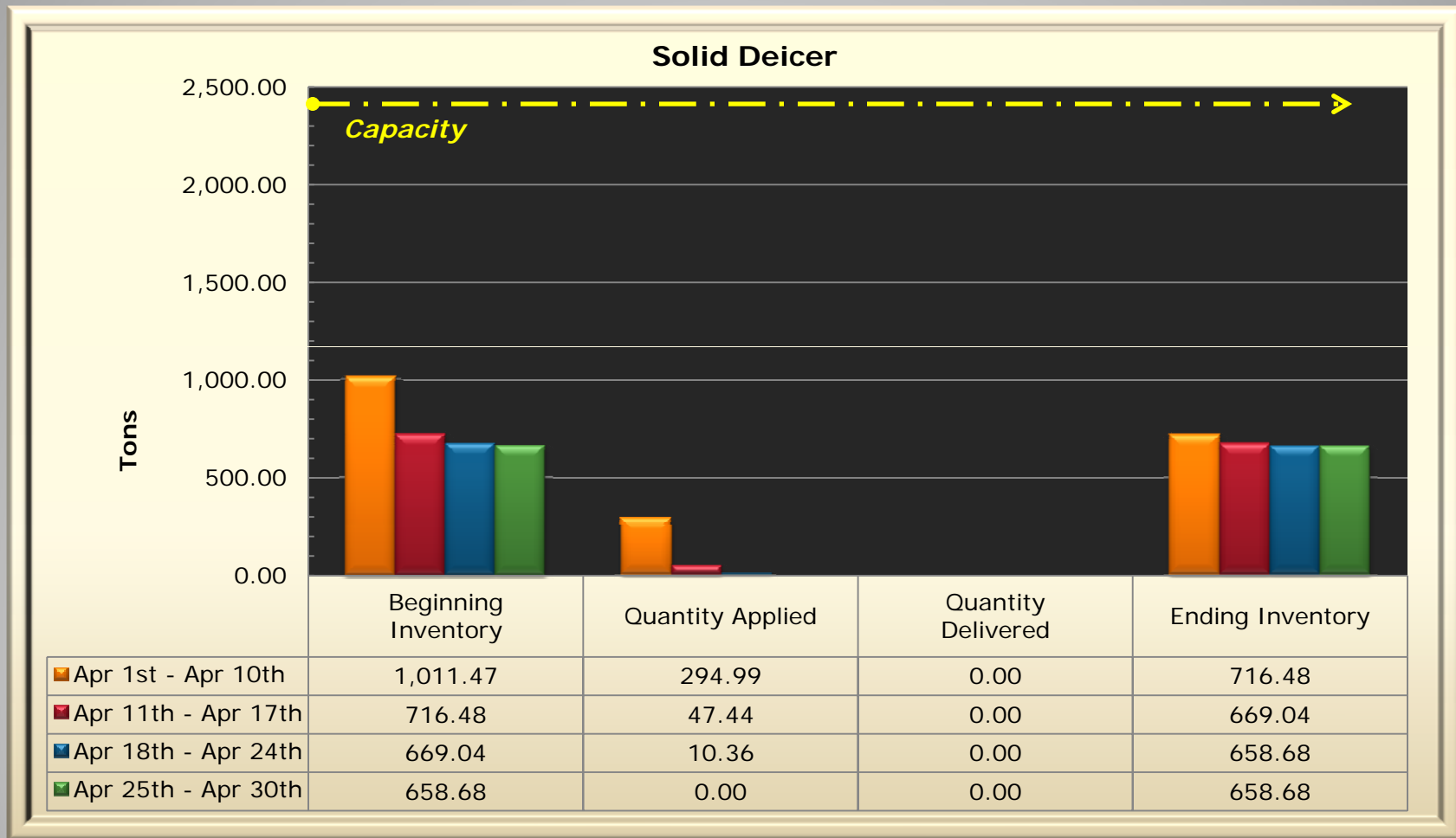
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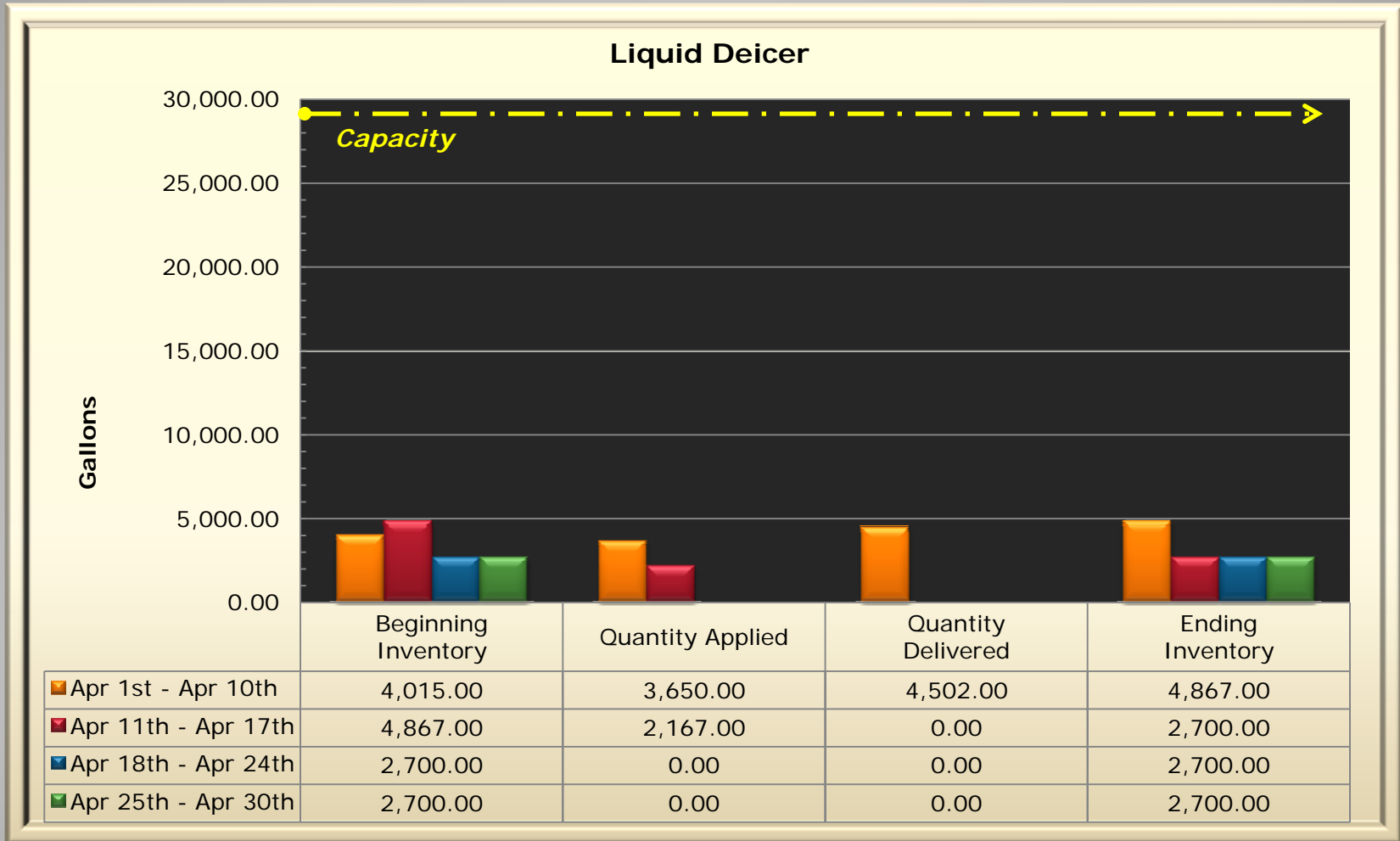
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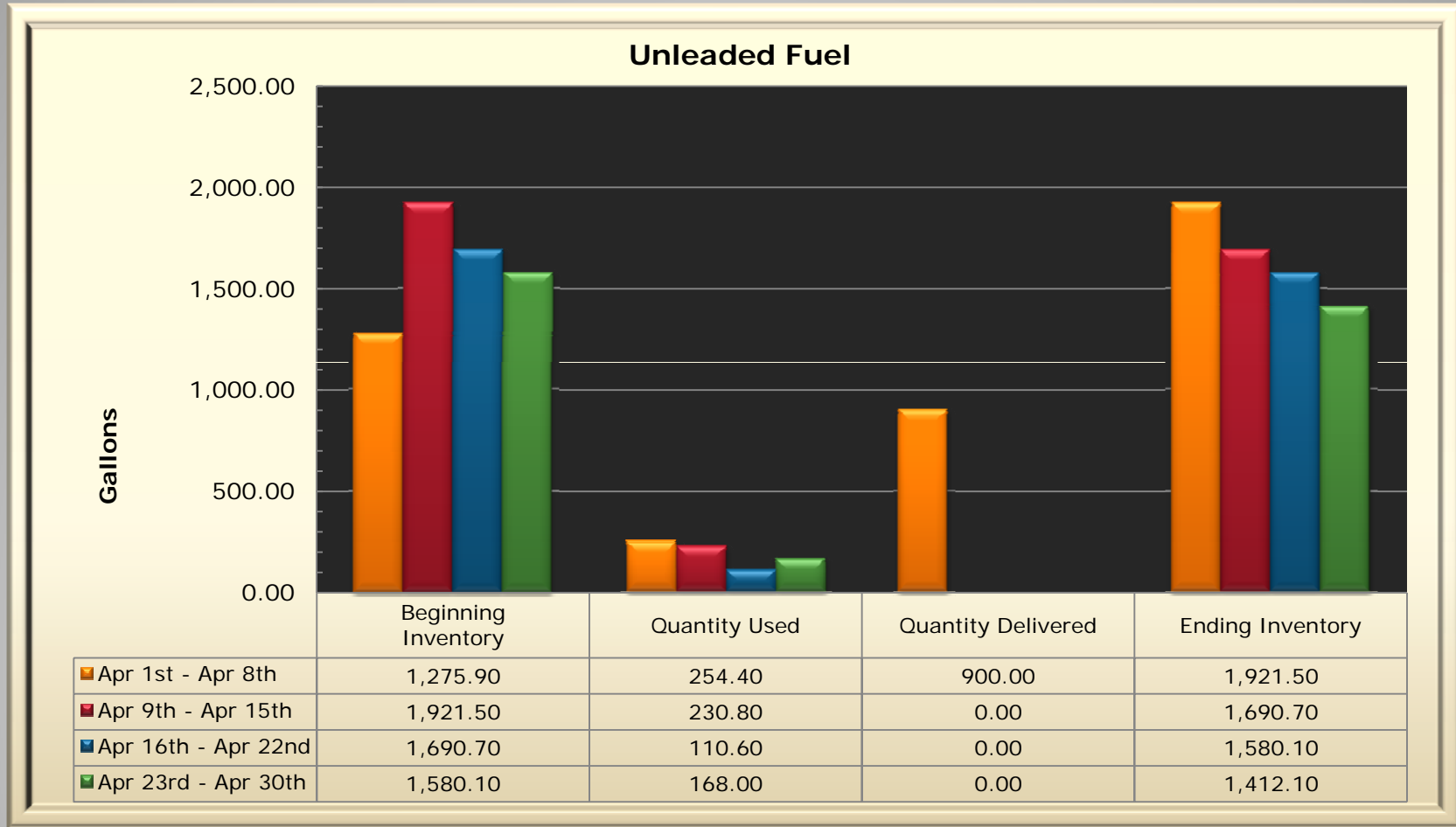
MATERIAL INVENTORY



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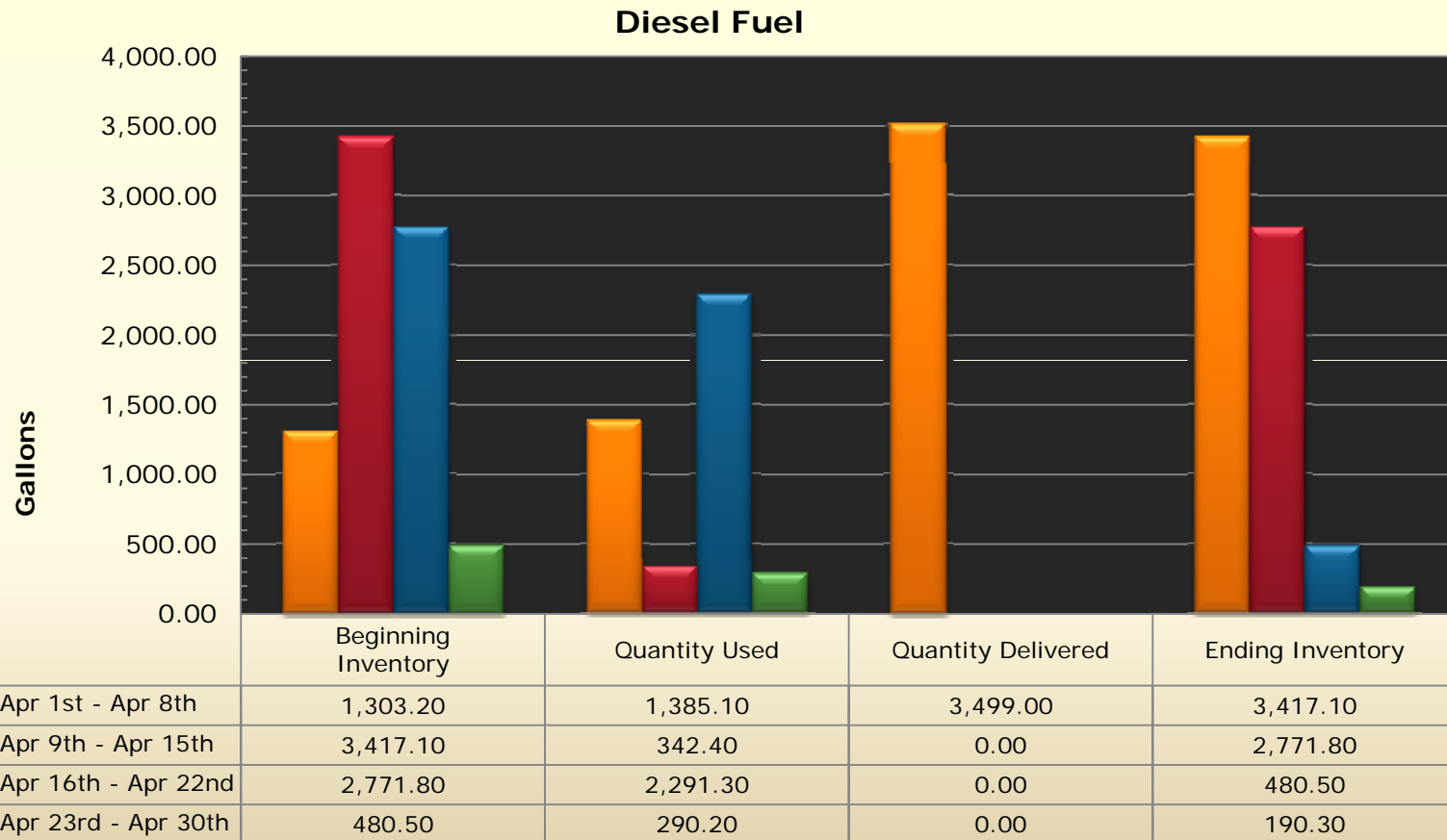


MATERIAL INVENTORY



- Fuel volume will change approximately .5% for every 10 degrees F change in fuel temperature.
- Information reflects the fuel reporting dates from Wednesday to Wednesday of each week.

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A LOOK AHEAD

- Pothole patching and skin patching will continue throughout the city
- Pavement striping has started and will continue during the month
- Concrete replacement has started full force. This includes curb and gutter, sidewalks, crosspans, and ADA ramps
- Mowing right-of-way areas will begin in May
- Crack sealing in various locations in conjunction with the slurry seal program will begin
- Complete design of Fox Ridge-Mineral traffic mitigation plan
- Begin processing data for 2009 NTMP Re-prioritization
- Begin importing records and processing data in accident analysis software
- Evaluate proposals and select contractor for Signal Pole Nondestructive Testing
- Reconcile Xcel Energy traffic signal energy billing with signal inventory
- Implement speed limit changes on Arapahoe and on Yosemite